

Keeping Your Medicaid Coverage

If you have Medicaid coverage, the State of Illinois will check to make sure you still qualify for Medicaid or All Kids. This is called a redetermination and it is done at least once a year.

How will I know when it is time for my redetermination?

You will get two pieces of mail from the Illinois Medicaid Redetermination Project (IMRP):

- A notification that you will be redetermined
- A redetermination form that will come two weeks later

In order to keep your coverage, you need to complete the redetermination form and return it on time with any proof of changes.

How do I complete the form?

Read the form

Correct any wrong information

Answer questions that ask for new information

Add any changes to income, resources, or insurance coverage to the form

Provide proof of changes to income, resources, or insurance coverage:

- If your income is different, submit pay stubs for the last 30 days
- If you are self-employed, submit proof of your gross income and business expenses for the last 30 days
- If you have no income, write \$0 on the form
- If you have health insurance that you have not already reported, include a copy of the front and back of your insurance card
- You do not need to provide proof of your date of birth, Social Security Number or citizenship status unless the state requests proof

You need to return the form by the date listed, even if you have no changes. If you have changes, you must also provide proof of changes by the deadline.

Where do I send my redetermination documents?

The redetermination form will tell you where to return it. Follow the instructions. Write your name and case number on all documents and return everything at the same time.

If your redetermination is being processed by the IMRP, you can:

- Fax your documents to **(866) 661-7025**
- Scan and upload your documents at **www.Medredes.hfs.illinois.gov**
- Mail your documents in the postage paid return envelope to the Illinois Medicaid Redetermination Project, PO Box 1242, Chicago, IL 60690-1242

What if I miss the redetermination deadline or lose my form?

If your coverage was canceled less than three months ago, you can still turn in your form and any proof documents. If you are still eligible, your benefits may be reinstated back to the day of cancellation. If you lost your form, call **(855) 458-4945**.

I think the decision about redetermination is wrong? What can I do?

Call **(855) 458-4945** and explain why you disagree with the redetermination decision. It may be possible to fix the issue easily. You also can appeal the decision by asking for a fair hearing within 60 calendar days of the date on the cancellation notice.

How do I report a change in my address?

If you keep your address updated with the U.S. Post Office, your change of address will be updated automatically. You also can report a change in your address by calling the Department of Human Services Help Line at **(800) 843-6154**.

What if I also have SNAP or Cash Assistance benefits?

If you have SNAP or Cash Assistance benefits, your redetermination process will be different. Your redetermination timeline also may be different. Be sure to watch for mail from the state, follow the instructions on the forms, and return them on time.



How do I get help?

If you want to check on your form status, request a new form, or have a question about Medicaid or All Kids redeterminations, you can email HFS.Medredes@illinois.gov or call (855) 458-4945 (TTY: 1-855-694-5458). To get free in-person help from a trained specialist in your area, you can:

- Call the Get Covered Illinois Help Desk at (866) 311-1119
- Visit [GetCoveredIllinois.gov](https://www.getcoveredillinois.gov) to find a trained specialist near you

You can bring your redetermination form to your appointment.

